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International Business Machines CorporationGeneral Products Division  
Tucson, Arizona 85744  
602/799-1000

March 6, 1991

James Mapes  
Quantum Leap Thinking  
195 Sharp Hill Road  
Wilton, CT 06897

Dear James,

Thank you for your outstanding talk on Quantum Leap Thinking at both the 1991 Kickoff Meeting for the Tucson Programming Center and the general meeting for all other Tucson IBM employees. These meetings, on February 12th, definitely opened new horizons to problem-solving and expanded perception.

You kept the full attention of both the 300 attendees at the morning session and the 500 attendees at the afternoon session. We have had numerous unsolicited positive comments on the quality of the presentation content and especially on the delivery itself. None of our previous professional speakers has made the impact that you have.

Keynote Speakers permitted us to circulate your demonstration tape among our employees. Since it became available for distribution on February 15th it has been solidly booked every day until March 12th by people who want to share the experience with their families. We have ordered the full set of audio and video tapes from your company.

I hope you enjoyed your visit to Tucson. I look forward to the pleasure of meeting and talking with you again.

Sincerely yours,



A. C. Johnson  
Manager, Tucson Programming  
Center

ACJ:mg

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